

NEWS



HQ AFRC/SV, Robins AFB, GA 31098-1637

AFRC RP 34-1

Marilynn Sanders, Plans/Force Management Chief, receives the Air Force Meritorious Civilian Service Award from Maj Gen John J. Batbie, Jr, Vice Commander of the Air Force Reserve Command.

The Honorary Award recognizes Ms Sanders for her outstanding service to the Air Force Reserve Command (AFRC).

A special congratulations and thanks to Ms Sanders for her hard work, dedication and the inspiration she brings to AFRC.

From the Director,

Another year has passed and once again AFRC Services and Honor Guard people have made fantastic contributions to the Air Force's successful mission accomplishment. As we entered 2002 it appeared unlikely, if not impossible, to exceed the volunteerism of 2001. But, once again, all previous records were broken in the use of MPA days for both Services support and Military Funeral Honors.

In an end of year message to MAJCOM Services Directors, Mr. Arthur Myers, Air Force Director of Services included this: "I'm proud of you and what you do for the Air Force...and for each other. Please pass my sincere thanks to your staffs, our Services commanders/ directors and division chiefs plus their teams, our outstanding Air Staff and MAJCOM Protocol staffs and their

teams, our school houses, our Services Enlisted Council, our Junior Services Officer Council, our forces assigned outside of mainstream Services, and the rest of our great team."

Subject to our Command Section's approval and perhaps world events, we are planning to conduct our biennial AFRC Services conference for commanders, directors, and ARTs at Minneapolis – St. Paul ARS 5 – 9 May 2003. JSOC and SEC meetings should be included. Pencil this in on your 2003 calendar – we'll send formal notification once approval is granted.

Best wishes to all for a safe and prosperous New Year.

Robert N. Bonnis

HQ AFRC Director of Services

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Resources Division

Time Management (TMX)

Security – Located under System Wide Set Up, “Security” allows the manager to determine who in the organization has access to what part of the information stored in TMX.

Whenever a change is made in “Security”, except for changes in the Employee Information Field, the change will take effect the next time the person signs into TMX. If you add any Employee File Options, each user’s security for Employee Information will need to be updated for authorization to access those fields.

The security function restricts which TMX Main Menu items an employee will be able to view and use. When the password is typed, the menu items displayed on the screen are the only accessible areas.

Limit access to End-of-Day, Back-Up, and Employee Terminal Units (ETU) - Each shift supervisor/manager must have his or her own user ID and password so the manager will know who made changes. Normally the initials of the person are used as the ETU ID. Access should also be limited for employee information. For more ideas and instructions see TMX User’s Guide, Chapter 8.51.

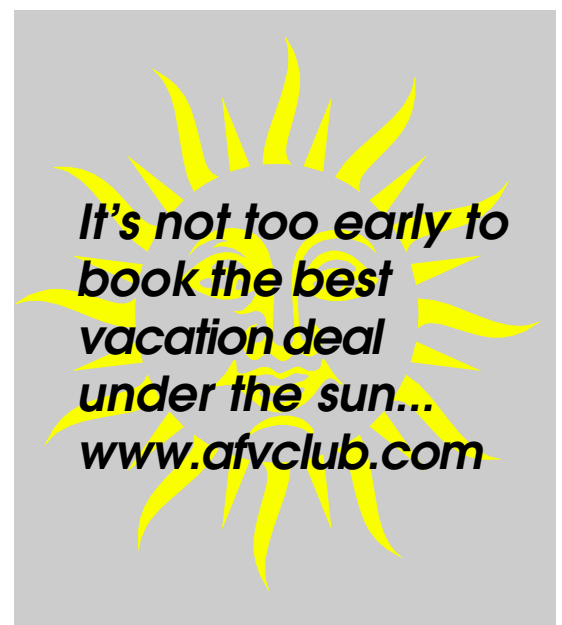
Utilities – The “Utilities” menu item contains the back-up function. End of Day automatically requests a disk for the back-up function, but if you make changes or load a lot of new information, another back-up should be performed. This is the screen used to back-up, reorganize files, purge files or reload files.

It is imperative this back-up be accomplished on a regular cycle. All systems were issued colored floppy disks for this purpose when TMX was installed. Additional disks can be used but make sure you label them. If the system is purged regularly, depending on the size of your business, you shouldn’t need more than two disks.

Sometimes it becomes necessary for the files to be reorganized. This normally occurs if there is an abnormal interruption in the program and

you have difficulty getting information to load. Chapter 8.53 of the TMX User’s Guide gives detailed instructions for back-up, file

reorganizing, purging the system, and reloading a purged system.



WHO IS YOUR BANKER?

Who is the banker for your official NAF funds? If your answer is the local bank where you make your deposits, you are wrong! The Central Management and Investment Program (better known as CMIP) is your banker. The local bank/credit union where you deposit is simply a depository account established on your behalf by the Air Force Financial Management Fund (AFFMF) to support your daily banking requirements.

All field bank account ownership is with the AFFMF. Each account was opened with the AFFMF Taxpayer Identification Number and bank account title (AFFMF). Bank account documentation (signature cards, account agreements, etc.) is signed by authorized AFFMF personnel when the account is opened.

The local bank account works like this... each business day the Central Cashier deposits the prior day's receipts (checks and cash) into the local field bank account and faxes a copy of the deposit slip to the banking technician at HQ AFRC/SVFA.

The banking technician reports the banking transactions (deposits, deposit adjustments, returned checks, check issues, etc.) via CMIP. This action updates the base's cash-in-bank CMIP bank account and generates an automated debit (withdrawal) to transfer the net deposit from the field bank to the AFFMF Bank One concentration account. The funds are used for operational expenses and investments.



A New Look at Body Language

■ **Stroking your chin** to appear thoughtful can look phony. Simply looking up and away for a few seconds is a way to indicate that you're pondering a point.

■ **Talking too slowly** can indicate you're lying. Many people assume fast talkers are more apt to exaggerate or mislead. But pausing frequently--particularly when you're about to answer a question--can appear deceptive.

■ **Locking eyes with someone** for more than a few seconds causes discomfort. It's better to look away briefly every few seconds.

- Adapted from Harvard Management Communication Letter, Harvard Business School Press



You can read your AFRC Services NEWS from the restricted site:

<https://wwwmil.afrc.af.mil/HQ/SV/update.htm>

or the public site:

<http://pubs.afrc.af.mil/Pubs/rp.htm> (Click on RP 34-1)

Plans & Force Management

401K ELIGIBILITY PERIOD CHANGE

Effective 1 January 2003, the eligibility period to enroll in the 401K Plan changed from 12 months to 30 days of regular employment. Employees should take advantage of this great opportunity and start saving for your retirement! (Peggy Sim, DSN: 497-1318)

PAYROLL DEDUCTIONS FOR NAF BENEFITS PROGRAM

When you enroll in health or life insurance, the 401K Plan, or the Retirement Plan, please remember to watch for deductions from your paycheck. If deductions have not begun within two pay periods, notify the Human Resources Office. Also, check the spelling of your name and social security number for accuracy. (Peggy Sim, DSN: 497-1318)

PAY FOR DAY OF ENTRANCE ON DUTY

An employee is entitled to receive pay on an official appointment based on the AF Form 2545, Notification of Personnel Action, and entrance on duty. Pay for the day of appointment includes the time spent in completing employment in processing, provided the person reports for duty at the work site on the first scheduled day and makes him or herself available to perform the duties of his or her position. (Peggy Sim, DSN: 497-1318)

Let us hear from you and we'll share your story in an upcoming issue of your Services NEWS!
E-mail: phyllis.link@afrc.af.mil

Tips of the Quarter

- Use positive language, not negative, to measure customer satisfaction.

Example: "Can you suggest any ways for us to improve service?" not "Do you have any complaints?"

Reminder

The Base Director of Services determines locally if pay banded employees are paid shift differential and it must be in writing with a copy to the Payroll and Human Resources Office. Is your Local Pay Policy Determination Memorandum on file in the Payroll and Human Resources Office? Is it current? (Peggy Sim, DSN: 497-1318)

Promotion to CMSgt

Congratulations are in order for CMSgt Troyling A. Jett, 926th Services Flight, NAS JRB New Orleans, LA. CMSgt Jett was promoted to Chief effective 1 Nov 02.

On behalf of all the enlisted personnel of HQ AFRC Services, please accept our congratulations for a well-deserved promotion. (CMSgt Putman, SVXR, DSN 497-0341)

It's True...Donna is Retiring

SMSgt Donna M. Bohnenberger will be retiring 1 May 03 and will depart HQ AFRC Services on 27 Feb 03 to begin a new career in Texas, her home of record.

Since her arrival in Jan 97, MSgt Bohnenberger has stood up to many challenges to include serving as the resident Services AEF expert. As a result of her hard work and diligence, Services achieved the lowest AEF reclama rate of all AFRC AFSCs with a fill rate of 100%, the highest in the command.

In addition, she was the backbone behind AFRC's prestigious Dover Port Mortuary volunteer response force. This year alone she was able to obtain more than 68 volunteers



SMSGT KENNETH S. MUELLER RETIRES

After a very stellar career in the Air Force Reserve, SMSgt Ken Mueller retired Sept 02 from Scott Air Force Base, Illinois.

SMSgt Mueller was Superintendent of the 932nd Services Flight since 1995. He served as the First Sergeant for the Headquarters Squadron, Executive Officer to the Wing Commander and as a Services Flight member for over 18 years.

Ken traveled extensively for the Wing on EET's Quality Air Force Assessment (QAFA) Teams and in numerous I.G. capacities. He established the Murphy Patterson award to honor a fallen comrade who exemplified Services, published several articles covering a wide range of quality of life issues and was a true community leader involved in a host of critical areas.

It was our privilege to have him on Team Scott and we wish him well. He can now spend quality time with his wife Alice, daughters and grandchildren.



from our port mortuary teams to assist in four separate Enduring Freedom related mass fatality taskings.

We would like to extend our appreciation and thanks for her outstanding service in AFRC and wish her good luck in all her new endeavors! (CMSgt

Putman, SVXR, DSN 497-0341)

DID YOU KNOW?



**All DoD
facilities
are smoke-free**

PURE SCT
NO ADDITIVES

Culinary Arts in the Field

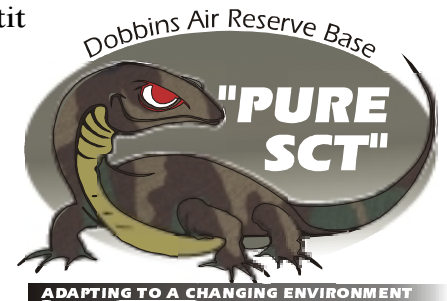
I was reading an article in the Air Force Times about favorite ways to “doctor” a field meal. As I read, I thought once again about a practical application of one of the Air Force core values - “Excellence in All We Do”. The challenge of putting together a field feeding recipe booklet came to mind. I thought this would be a fantastic initiative for our culinary experts in the field and a great way to share information.

Since we all get the opportunity to enjoy the fine cuisine that comes out of an MRE pouch or ‘unitized group rations’ (UGR) box...why shouldn’t we seek better ways to enhance the dining experience? I know our students will benefit from having a guide to enhance their MRE meals. Should we just accept the status quo? Why can’t we live on the edge a little and mix water with our crackers to make dumplings for our beef stew?

We all have challenges in the field. I know at the Dobbins SCT site, we have to mix and match our UGR meals. Each UGR meal is set up to feed 50 people and with our class size closer to 30 people we have to adjust accordingly. So we have odds and ends left that we try to utilize as best as possible.

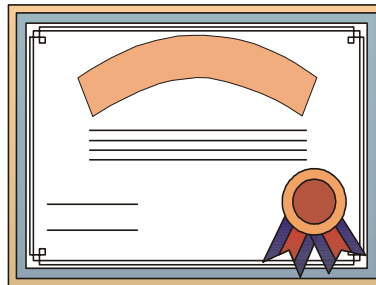
Do you have any favorite Air Force recipes or suggestions that you modified for use in the field during exercises and deployments? If so, please send me your recipes by e-mail to: steven.badowski@dobbins.af.mil.

Bon Appetit



A Continual Learning Experience

TSgt Donald Vega was recently awarded an Associate Degree in Applied Science Fitness, Recreation, and Services Management from the Community College of the Air Force. TSgt Vega has been an instructor at the Dobbins Services Combat Training site since 1995. While he has been teaching students the intricacies of Services Field Operations, he has been improving himself by attending school in the evenings.



He registered in the CCAF program in March 97 and started working his way toward his goal. His toughest challenge was English Composition where he had to write three essays a week and

a research paper. This tough class was the one he benefited from the most. It enhanced his writing and grammatical skills, and provided effective communication which is an essential element of a successful Services operation.

TSgt Vega has not stopped improving himself and is working towards a Bachelor's Degree in Human Resources Management. He is not one to let anything get in his

way. During his deployment to the Air Force Academy this past summer he completed a Labor Relations class via the internet to keep himself on track. We are certain he will reach his goal. Then...on to his Masters?

Integrity First - or “Don’t Sweep The Dirt Under The Rug”

We have spent the last few months finalizing our preparations for our annual SCT site certification inspection. During this time we performed a thorough self-inspection. I have had the opportunity to be part of an IG team in the past so I had a good feel for how to take a hard and honest look at where we were. The interesting thing about inspections, there are really no surprises. Most units know where the problems are and either choose to ignore, make excuses, or put them on a list of things to do tomorrow or the next UTA.



Integrity is an essential element in the preparation. If you know it isn't right, fix it. As I worked my way through our checklist, I had to fight the temptation on some items to just assume we were in compliance. I went through

every item. If you ask my staff, they will tell you at times it was frustrating. I had individuals show me the work they had done to complete the items they were tasked. Once again, *“Integrity is Essential to Success”*. Failure by any individual to fully complete their assigned task can make a dramatic difference in how well the team does. We also questioned procedures that had been in place for years and implemented changes which were needed.

One area where we've greatly improved was asking other units, agencies, or organizations how they did certain things. We've all heard the

saying, “Don't reinvent the wheel”. Our team has built an extensive list of subject matter experts for us to go to when we have questions. A simple e-mail can bring back volumes of useful information. It also helped us to perform a site visit to the Air Mobility Warfare Center. We shared some valuable lessons learned and benchmarked off some of their procedures.

Another area we tackled was checking our sources. Some policies and procedures were based on Air Force regulations that had been revised and updated by AFIs. Also, in reviewing our policy letters it assured us that we had the most current copies. Bulletin boards are easily overlooked. We continue to add items but we rarely take items off.

Our final step was to ask an outsider to come in and take a look. Captain Tim Sites, from HQ AFRC, volunteered to come and help out. He was able to ask questions we had not thought of. Since we were so familiar with our procedures it was easy to make assumptions that were not obvious to someone else. Plus he looked at the site with a fresh set of eyes and pointed out our blemishes.

The inspection team has arrived and we will soon see how all of our hard work has paid off. (SMSgt Badowski, DSN 625-5873)



Port Mortuary Training

Gayle Murphy is the primary POC for all issues involving Port Mortuary training. Carol Cox is the alternate POC. Units requiring Port Mortuary training should first contact the Services ART. If the ART is not available, contact Ms Murphy at DSN 497-2097 with any questions or concerns that you have about Port Mortuary training.

CPR Requirement for ALL

CPR—adult and youth—is an ancillary requirement for all 3M Services members—officer and enlisted. This is in accordance with AFI 34-266, para 1.4.1, “All staff must complete basic first aid training and maintain either the Red Cross Cardiopulmonary Resuscitation (CPR) or American Heart Association Basic Life Support (BLS) certification.”

Home Station Training Packages

All Home Station Training (HST) Packages have been revised and are on the Agency webpage (<https://www-r.afsv.af.mil/>). Prime RIBS proficiency depends on adequate training in a timely manner and professional leadership at all levels of command. Historically, the peacetime pressures of running highly visible, customer-oriented functions have caused management to divert their attention away from Prime RIBS training.

The Home Station Training (HST) packages are designed to standardize the HST program and simplify the process. They will also provide unit commanders with flexibility to ensure personnel are aptly trained to complete their wartime mission. This training is required to complete deployment requirements and maintain a high level of proficiency. (Carol Cox, DSN 497-2098)

Military Airlift - 2nd Quarter 03

The following AFRC Prime RIBS deployments have been supported with AFRC military airlift:

<u>UNIT</u>	<u>DATE</u>	<u>DESTINATION</u>	<u>SPT UNIT-MR#</u>
926 SVF	2/7/03	New Orleans to Edwards	434AW-#211025491-1
926 SVF	2/21/03	Edwards to New Orleans	434AW-#211025491-2
434 SVF	3/1/03	Grissom to Dobbins	434AW-#211025448-1
419 SVF	3/7/03	Dobbins to Hill	94AW-#211025445-2
434 SVF	3/7/03	Dobbins to Grissom	434AW-#211025448-2
434 SVF	3/8/03	Grissom to Dobbins	434AW-#211025453-1
434 SVF	3/14/03	Dobbins to Grissom	434AW-#211025453-2
926 SVF	3/15/03	New Orleans to Hickam	445AW-#211025492-1
913 SVF	3/15/03	Willow Grove to Dobbins	913AW-#211025456-1
913 SVF	3/21/03	Dobbins to Willow Grove	913AW-#211025456-2
940 SVF	3/22/03	Dobbins to Beale	94AW-#211025442-2
917 SVF	3/28/03	Dobbins to Barksdale	94AW-#211027481-2
604 SVF	3/28/03	March to Hickam	452AW-#211026200-1
926 SVF	3/29/03	Hickam to New Orleans	452AW-#211025492-2

***All other 2nd quarter FY03 AFRC Prime RIBS deployments will travel commercial air.*

***3rd quarter (Apr/May/Jun) airlift will be determined at the next AFRC Airlift Conference scheduled for Feb 03.*

Programs Division

AFRC MARKETING

Upcoming Happenings

- **Individual Awards**
due 15 Mar 03
- **Newsletter Articles for**
Apr, May, Jun 03 Services
News due 15 Mar 03
- **Services Agency**
Marketing Course, 7-18 Apr 03
- **Program Awards i.e.,**
Marketing Award due 15 Apr 03
- **HQ AFRC Services**
Conference, Minn-St Paul
5-9 May 03
- **Pittsburgh Air Show**
21-22 Jun 03
- **Niagara Air Show** 28-29 Jun 03
- **Grissom Air Show** 26-27 Jul 03

Goodbye & Good Luck ...Joanne

Joanne Strong, 440th Services Flight Marketing Student hire, transferred to the Staff Judge Advocate Office at General Mitchell December 2002.

We wish her the best of luck in her new position. Thanks, Joanne, for all your hard work and dedication while working in the marketing department at the 440th.

Synopsis of Marketing 2002

Football Frenzy continued to be a popular program with a club member from General Mitchell, WI, winning a trip to the Super Bowl.

AFRC Services created a new program, **Maymentum**, to complement the Air Force-wide May Fitness Month. Focusing on helping customers make healthy lifestyle choices year-around, the program was successful and plans are to continue and enhance the program.

The Marketing Award Program recognizes installations displaying progressive and proactive initiatives with a monetary award. FY02 winners were Niagara Falls ARS, NY, Marketing Manager Jerry Slipko and March ARB, CA, Marketing Manager, Lloyd Evans.

A new initiative completed in FY02 included the creation of an **AFRC Services Career Field Storyboard** that is on display at the Lackland AFB, TX Services Academy. Initially, an Enlisted Council project, the initiative was a collaboration of efforts among AFRC staff members.

Quantitative and Qualitative Research is conducted annually at all AFRC installations. Corporate PRISM and customer feedback is available to all managers for review in making sound business decisions. The annual "How are we doing" survey revealed that 98% of AFRC customers were *very satisfied/satisfied* with customer services received from HQ AFRC Services.

The Survey is in the Mail...

Customer Feedback Surveys are headed your way. Please complete and return the surveys so managers can make informed decisions on your behalf in regard to program emphasis and resource allocation.



SERVICES AWARDS

An Integrated Process Team (IPT) met at the HQ AFSVA in early October to revamp the Services Awards Program. The IPT was composed of Services Agency personnel, ILV, and MAJCOM representatives, and consisted of officers, enlisted, and civilians with a broad range of Services experience. The package had not yet been approved when we went to press, so please consider the following information as only recommendations.

1. Replace IMA awards with Air Force Services Air Reserve (ARC) awards:
 - a. Field Grade Officer (04-06)
 - b. Company Grade Officer (01-03)
 - c. Senior NCO (E7-E9)
 - d. NCO (E5-E6)
 - e. Airman (E1-E4)

AFRC nominations will compete with ANG and IMA nominations, and not with active duty.

2. Using bullet format on AF Form 1206, single-space all officer and enlisted nomination packages, not to exceed two pages. Civilian award packages remain double-space. Bullet statements are limited to three lines.
3. Criteria for all individual awards is the same, and point values have been added:
 - a. Leadership and Job Performance (75 pts)
 - b. Significant Self-Improvement (15 pts)
 - c. Base or Community Involvement (10 pts)

4. Add new categories to Program and Flight Awards: HRO, Marketing, Training, ITT, Other Membership Clubs (Rod & Gun, Aero Club, Scuba, etc.)



Members of the 2002 IPT at HQ AFSVA

5. Changes were also recommended for the LeMay and Eubanks Awards (best large and small Services Squadrons) and for the Carns and Lezy Awards (HQ personnel).

If you want to get a head start, the award period is 1 Jan to 31 Dec 02. Individual Award nominations are due 15 Mar 03, Program and Flight Awards

are due 15 Apr 03 to HQ AFRC/SVP. More information will be sent to Services Directors and Commanders when the rules have been finalized! POC: Lynda Sheltmire, DSN 497-2102, e-mail Lynda.Sheltmire@afrc.af.mil.



AFRC Lodging FY 02 in Perspective

Fiscal year 2002 was a banner year for lodging operations in AFRC. With the war on terrorism well underway, it was necessary for us to provide suitable lodging for the many reservists who were mobilized to meet this critical mission. As a result, most lodging activities were filled to capacity and managers went looking for space in the local area to house long-term guests in suitable facilities. We met the challenge and will continue to provide the best possible lodging for our men and women in uniform.

As a result of this large influx of personnel, all lodging operations were profitable for the year. They generated over \$12M in revenue compared to \$6M the previous year. This increase in revenue allowed us to fund significant improvements in our lodging operations across the command. We completed major facility upgrades at Dobbins, Pittsburgh, Niagara Falls and Westover. In



The 934th Services' North Country Lodge, located at Minn St Paul is rated one of the best in the Air Force.

addition, we opened a new lodging facility at Niagara Falls and Phase I & II of a new facility at Minneapolis. We currently have three VAQ renovation projects ongoing at Westover ARB. We received \$21.7M in

Congressional inserts for phase III projects at Grissom and Minneapolis. We continue to eliminate central latrines and shared bath facilities at our bases.

We are making great progress towards achieving this goal.



Worldwide Lodging Managers' Conference

What a great turn out! For the first time all ten AFRC lodging activities were represented at the Air Force Worldwide Lodging Managers' Conference in New York City, 5-11 Nov 02.

With such outstanding commitment from all AFRC lodging members we look forward to another banner year. Thanks for your wonderful support.

Ten? Yes! We now have ten lodging operations in AFRC. On 1 Nov 02, we acquired Duke Field lodging from AFMC. Welcome to Mr. William Hutchison and his staff. We're glad to finally have you in our command.



All AFRC Lodging Managers attended the 2002 Worldwide Lodging Managers' Conference in NY.

Why “Members First” Program?

CLUB TALK

OVERVIEW:

Air Force Clubs initiated the Member Value Program (MVP) in 1997 and tracked its progress. Many clubs did not comply with program standards, and members did not perceive a benefit and, as a result, MVP was not achieving its goals.

Before changing the program it was necessary to validate the data through practical means. Focus groups were conducted; concerns and suggestions were solicited from the field; meetings were held with Air Force and MAJCOM leadership as well as corporate business representatives, and research on hospitality trends in the market was compiled.

The combined research revealed that Air Force Clubs’ initial vision and goals for the membership program were on target, but the strategy missed the mark. A program that would be easy for bases to implement was needed. It had to have consistent standards and liberate frontline employees from policing customers. The program needed to

contain elements that would invite cross-marketing initiatives, posture the clubs in a positive light, and possess stamina for the long haul and growth potential for the future. Above all, it needed to create an enjoyable experience for the customers who need to know their Air Force Club membership is working for them.

As a result of the above, Air Force clubs launched “Members First” and changed the way they have done business for the past five years. “Members First” highlights the benefits of club membership. Each time a club member shows their card, they receive a reward—

special treatment, special access and exclusive offers. “Members First” is a tool that will create significant customer commitment and involvement, as well as establish the foundation for enduring customer loyalty.



THE INITIATIVE:

Date: Began October 1, 2002

Target Market: All Air Force club members and potential members

Program Objective: Further enhance the value of club membership by providing member discounts

Program Goals:

- Reestablish membership exclusivity while focusing on member value
- Increase membership of eligible non-members
- Eliminate member subsidy of eligible non-members selectively using club facilities
- Demonstrate that “club membership pays”



Dobbins Club Hosts Dignitaries

The Dobbins Consolidated Club had a great opportunity to serve the Secretary of the Air Force and the Air Force Chief of Staff on 10 Dec 02. While visiting Dobbins, Dr. Roche and General Jumper took the opportunity to honor the Wing Commander, Brig General William P. Kane with their presence for a casual, informal dinner at the club. The club was beautifully decorated and the food was superb.

Both honored guests were very complimentary of the club, the food and the service. The five course dinner was served leisurely and the honored guests had an opportunity to relax and converse with local commanders and base personnel invited by the Wing

Commander. Also in attendance were a Congressman, a Congressman elect, the Governor elect and the AFMC Commander as well as some specially invited guests from the base ranging in grade from Staff Sergeant to First Lt.

To further enhance the evening, the Wing protocol officer arranged for a display of WWII uniforms and other memorabilia and the Air Force Reserve Band Combo was present to provide dinner music.

The club was beautifully decorated and the food was superb.

Jess Holcomb
Chief of Services

New Lodging Facility at Dobbins

Dobbins Air Reserve Base Services is proud to announce the opening of their new lodging facility. Building 802 is now open and provides 55 new rooms with private bathrooms and 5 DV suites.

The new building at Dobbins offers some great quarters for TDY personnel, reservists here for training and space available travelers.

No matter what your lodging needs, Dobbins Air Reserve base provides the finest lodging available.



Mr. Dale Prell, HQ AFRC/SVP receives the first lodging key.



Dignitaries cutting the ribbon to the new Dobbins facility.

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Kids Enjoy Pittsburgh Holiday Party

Pittsburgh Services hosted a Children's Christmas Party 15 Dec 02 from 11:00 a.m. to 2:00 p.m. at the 911th Consolidated Club. Services offered a brunch for all children, ages infant to 12, and their parents.

The children's crafts included Foam Noodle Projects, Snowman Thermometers, Gingerbread Man Pins, and Snowman Watches. The afternoon also featured a Story Teller, a Balloon Artist, and a Clown. The highlight of the party was a special visit from Santa, who brought a gift for each child. Over 95 children and 120 parents attended this Services program.





Fully Engaged At The 911th!

December marked a special time for the 911th Services Squadron to reflect on another banner “Quarter of Events!” Our squadron remained engaged, energized and proactive in ways that consistently demon-

strated its combat readiness. We are proud to highlight a few “service before self” accomplishments:

We welcomed back Captain Richard Frye and SMSgt Michael Loeliger from their tour at Al Jaber AB. Both served on the Services Command Team, 332nd AEW, in support of Southern Watch and Enduring Freedom. Judging by the number of the letters of appreciation and “coins” in their possession, they definitely left Al Jaber a better place for all our troops.

Unfortunately “welcome back” to some means “goodbye” to others. Newly promoted TSgt

David Buletza was deployed to Istres, France, for 90 days to manage their Services Lodging Program. Dave recently graduated from the NCO Academy and has attended several Services Lodging training classes. We’re confident he’ll make their program “second to none”!

There was no rest for the weary as the Services Squadron prepared for the competitive John L. Hennessy Award evaluation. The squadron performed exceptionally well during the November evaluation, and we’re all on pins and needles awaiting the final award winner announcement.

The 911th Services Recreation Team organized a “Toga Party” at the Base Consolidated Club for the November UTA. Everyone had a great time! This event and our annual Halloween Party in October are the result of unit sponsored entertainment at our club funded 100% by the Services Squadron. This cost-cutting initiative helped the club remain profitable and allowed our troops direct involvement with the entertainment. Special thanks go out to “DJ Mike” (MSgt Michael Maher) for his outstanding support.

A special welcome goes out to our two newest Services members.

MSgt Barry Bertocki joined us as our First Shirt after 20 years in the Security Forces Squadron. He’ll be attending the First Sergeant’s Academy in June of 2003. A1C Raelin Foster also joined Services from basic training at Lackland AFB, Texas. Raelin has already made a huge impact within the Air Force – receiving top honors in the Air Force Reserve Command’s Get One Recruiting Program. In just a few months A1C Foster referred nine people to recruiters and all nine ended up joining the Air Force Reserve! (MSgt Donna Penland, 911th SVS/SVX, DSN 277-8259)

With world events changing by the minute, the 911th Services Squadron continues to take any challenges that comes our way.

The 911th Services Squadron also paid tribute to those who served before us who helped mold this unit into one of the most outstanding Services units in the Air Force.

Our 3rd Annual Hall of Fame Recognition and Awards Night was held in October to honor our retirees. This event continues to grow each year into an emotional yet triumphant celebration. Special awards were presented this year to those who served at home while we were at war – the spouses of those deployed.

With world events changing by the minute, the 911th Services Squadron will continue to take on any challenge that comes our way. Our commitment to the ideals embodied in the Air Force Core Values make our future brighter than ever!

Honor Guard

Air Force Reserve Command members servicing as honor guardsmen set new records of participation during FY02. We continue to expand our augmentation of active duty honor guard programs throughout the Air Force. MPA man-day utilization increased a total of 161 days from the previous year. Whereas there are active duty installations yet to fully understand and realize the benefits that come from partnership with us. We continue to make them aware of our highly skilled and motivated personnel.

The pace of funeral honors requests will continue to increase for the foreseeable future. This, coupled with the uncertainty of global engagements, will keep AFRC honor guard members in high demand and fully involved. We at AFRC headquarters ask you to strive for the best possible working relationship with the active duty team you augment. If you have not already done so, hammer out the MOA with the active duty honor guard team that you support. Also, explore increasing your membership numbers. It's only by having enough trained honor guardsmen spun up and ready to perform honors that we truly can partner with the active duty.

Look for other initiatives to highlight your team's accomplishments. If the base paper hasn't run an article about the team in a while, call them. If they don't act interested, call us. Consider



having your Public Affairs office submit an article about your team to the local newspaper. The nation's patriotic sentiments remain high.

Now is the time to be at the visual forefront of this groundswell of good will.

Of the utmost importance, keep doing the great job that you do! Each funeral detail is vitally important.

We will help you expand the mission when feasible and help resolve issues as they arise. We wish all of you a blessed new year.



To Honor with Dignity...

Dobbins ARB Hosts AF Services Readiness, Training, Education & Manpower Conference



Participants enjoyed a "taste of Georgia" goodie package.

Attendees for the 9-12 December Air Force Services Readiness, Training, Education and Manpower (RTEAM) meeting hosted by 94 SVS at Dobbins ARB were warmly welcomed to Georgia with a homemade ensemble of peach candy, pecans, and peanuts. Ms. Marilynn Sanders, HQ AFRC Services Plans/Force Management Division Chief, created the "taste of Georgia" packages for the 30 Services representatives from the Air Staff, Air Force Services Agency, AFIT, and MAJCOM Plans and Force Management divisions.

The meeting was the first to be hosted by an AFRC base and included a special presentation from Colonel Kevin Schroeder on his recent 90-day deployment to Kandahar Air Base and a tour of the Services Combat Training Site by SMSgt Steven Badowski.

The multimedia room at HQ 22AF, Dobbins ARB, was the perfect setting for the 3-day RTEAM meeting. The RTEAM meets twice a year to discuss policies and initiatives on readiness training, equipment capability, and manpower.

The 94th Services team provided exceptional support to include welcome packages, lodging in the newly renovated lodging facility, continental breakfast, and delicious snacks during the meeting breaks.



Dobbins ARB, GA was the location for the biennial RTEAM conference

Quote of the Quarter

"You always pass failure on the way to success."

Mickey Rooney
American actor